



## Communication skills

**Benefits to individuals:** *Communicate more confidently and professionally*

**Value for organisations:** *Improved communication skills across the organisation*

Sound communication skills are essential for a lively, productive workplace. Communicating with colleagues and clients in an open, honest and direct way is a core skill, whatever your job entails. Through constructive role-play this course will show you how to improve your communication skills both professionally and personally.

### Is this Course right for you?

This course is designed to help anyone who deals with people, either on the phone or face-to-face, to improve their communication with peers and colleagues and customers at all levels.

### Once the course is completed you should be able to:

- Understand and effectively utilize different communication styles
- Gather, receive and present information more effectively
- Build and maintain workplace relationships and networks
- Make meetings effective
- Improve motivation through effective communication
- Develop and promote trust and confidence
- Utilize feedback processes to improve your communication effectiveness to the business.

### Course content:

- The different communication styles an individual may have and how these styles may impact on building relationships and networks
- Identifying individual Communication Effectiveness Profile and how this can be utilized in the workplace
- Effective use of verbal and non-verbal communication
- How to deal with difficult and conflict situations
- The importance of active listening skills in communicating with others
- Building feedback processes as part of building relationships
- Utilizing the different modes of communication effectively
- Working through real life case studies
- Building rapport and managing the emotional and physical culture in the organization.

### How is the course conducted?

The course conducted as a 1 day workshop session held at MaST's Melbourne location. The workshop will be delivered in an interactive style that will optimize the individual participants' learning styles and the facilitator's communication style in a series of activities. These activities will include individual work, small group work, large group discussion and case studies.

Our workshop groups are limited to 12 participants (a minimum of 6 is required), to ensure opportunities for individual attention and an enhanced learning experience.

You will be provided with a comprehensive course manual and ongoing telephone support from the team at MaST.

**Course Dates:** 29 July, 12 Aug & 11 Nov.

**Price:** \$475 + GST per participant

To book a **Communication skills course**, or to arrange **in-house training**, please call the training team on **03 9520 2599**, or email us at **mast@mastaustralia.com.au** to let us know how we can help you.